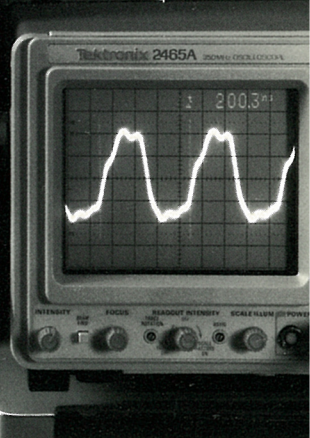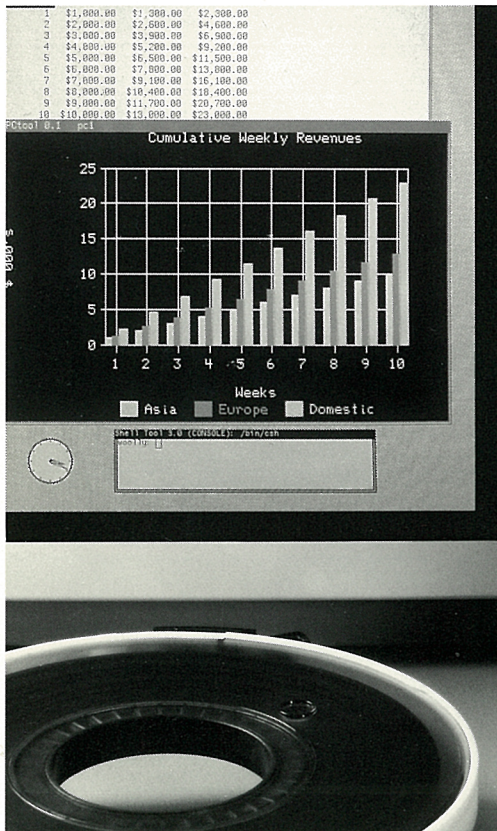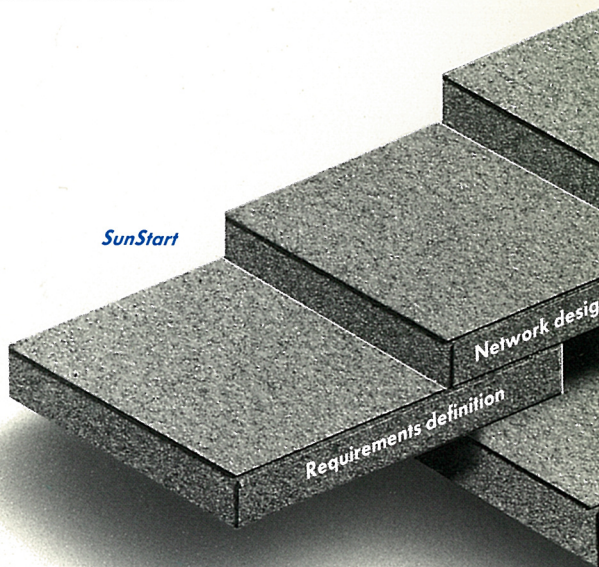# Taking You Beyond the Leading Edge:

Sun Service

Protecting your investment.
Saving time and money.
Enjoying peace of mind.
That's what Sun Service is all about.

Buying a new computer is an important decision. Making it work for you is equally important. Let Sun's worldwide service organization do the job for you. We've invested in the people, tools, and technology to get your system up and running quickly and keep it that way. Our expert resources are dedicated to you not only during startup, but also during the day-to-day management of your system. We want you to get the most out of your system for as long as you use it.

Besides protecting your initial investment, Sun Service saves you additional time and money. We'll increase your productivity through training, your system availability through hardware maintenance, and your system performance through software support. And don't worry about hiring more technical staff. You can count on us to design your network, install your software, and keep your system operating at peak performance.
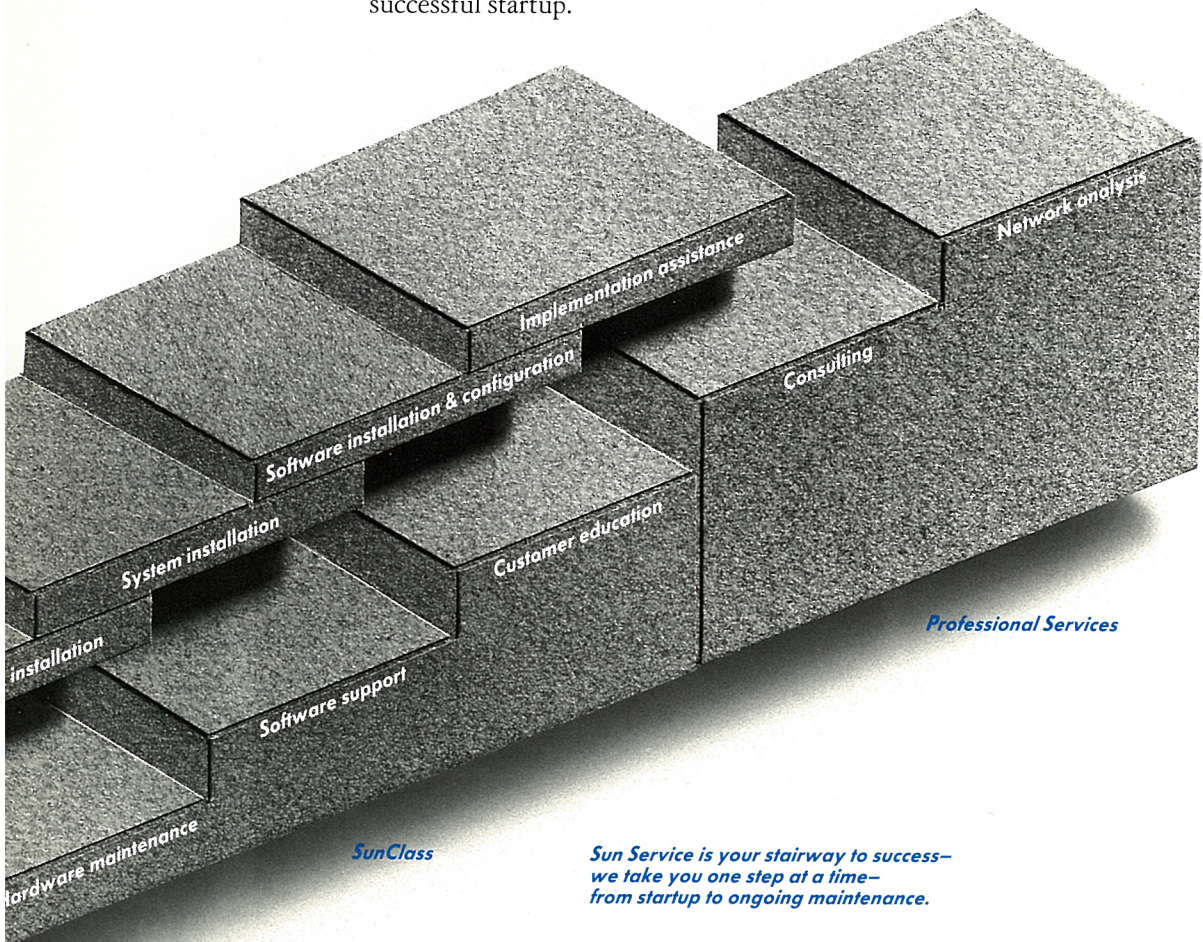
In fact, don't worry at all. We'll not only respond quickly to your problems, we'll help you prevent them from ever occurring. And for those times when you need help with a unique application, our consultants will work with you to develop a customized solution.

SunStart

Network design

Requirements definition

Leading Edge

Get Started with SunStart

By purchasing a new Sun system, you've invested in a solution that will significantly boost your productivity and responsiveness toward meeting your business objectives. You need smooth implementation of your new Sun system, right from the start. So we provide a complete set of installation and implementation services to protect your investment and get your system working as quickly as possible.

Through SunStart℠ Services, we offer a variety of startup service options that you may purchase individually or bundled into convenient, economical SunStart packages. From the design and installation of your network, to the installation and configuration of your software, to all of the personalized, hands-on assistance required to implement your new system, SunStart offers the level of service you need to achieve a smooth and successful startup.

Implementation assistance

Network analysis

Software installation & configuration

Consulting

System installation

Customer education

installation

Software support

Professional Services

Hardware maintenance

SunClass

Sun Service is your stairway to success—
we take you one step at a time—
from startup to ongoing maintenance.

Continue with a Touch of Class

Now that you're off to a great start, we'll stand by you to make sure your system keeps running. Through a wide range of hardware and software support services, we'll provide you with the expertise required to keep your system operating at peak performance.

For an ongoing support solution that's complete and cost-effective, select one of our SunClass℠ Services. SunClass offers you total hardware and software support in a convenient, easy-to-order package. And like SunStart, SunClass bundled services are economical because they're discounted from the equivalent *a la carte* service prices. So if buying a cost-effective, complete solution is important to you, get started with SunStart and let SunClass keep you going.
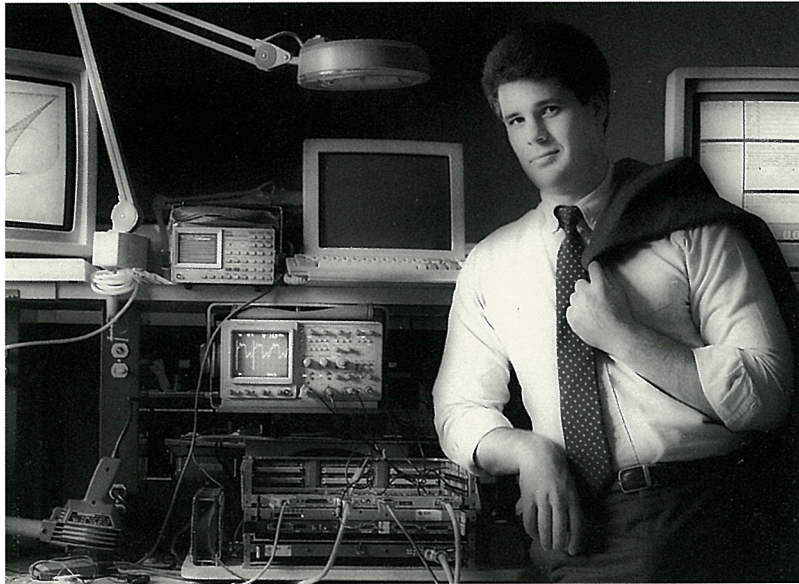
In the U.S., call **1 (800) USA-4SUN.**
Outside the U.S., call your local Sun Microsystems service office.

Select Exactly What You Need

If you prefer to select individual hardware and software support services to meet your specific needs, you can choose from our broad range of options. Whether your environment involves complex or simple applications, critical or noncritical uptime requirements, highly skilled technical staff or novice users, we have the right service for you.

Sun's hardware maintenance services ensure that your system is available when you need it. Just select the response time and coverage hours to meet your business needs, and we'll do the rest. Whether you prefer to return your system to Sun for repair or to have your system repaired on site by a Sun representative, we have the level of hardware support you need.

And now that you've invested in leading-edge technology, let Sun keep you on the leading edge through software support. We'll keep you current with the latest in Sun Operating System (SunOS™) and application software releases and provide you with technical assistance over the phone or in person, whichever you prefer. Through a range of software support services, we'll give you the expertise you need to ensure your long-term business success. Just choose the level of software support you want, and we'll be your technical partner for as long as you need us.

Speed Up the Learning Curve

To help you use Sun's leading-edge technology more effectively, we offer a broad range of Customer Education courses designed especially for you. Whether you're interested in developing your expertise in the UNIX® operating system, system administration, or artificial intelligence, we'll teach you to use your system more productively. Combining interactive lectures with hands-on training, you'll get the information and practice you need to immediately apply your new skills.

For a current catalog of courses, please call:
In CA, 1 (800) 423-8020
Elsewhere in the U.S., 1 (800) 422-8020
Outside the U.S., call your local Sun Microsystems service office.

Consult with Sun's Experts

You know your business and application needs better than anyone. And Sun consultants know Sun products and technology. So we offer Sun Consulting Services to tailor our high-performance products and technical expertise

to your specific application requirements. You'll receive a customized solution and bring your product to market quicker and more cost effectively. And your engineers remain free to focus on what they know best. Whatever your requirements, Sun Consulting Services can satisfy them quickly, economically, and tailored to your specific situation.

The Network Is The Computer

It's not enough for us to support you and your system. We'll support your network's needs too. Whether you need help in an emergency, in planning your network expansion, or in maximizing your network performance, we'll give you the technical assistance you require. Sun's network analysis services offer you state-of-the-art expertise for state-of-the-art technology.

Discover Sun Service Today

Superior performance doesn't stop with Sun's leading-edge technology. Our firm commitment to customer support provides you with service solutions that fit all your support needs as they change over time. With our comprehensive, yet flexible service offering, you can be sure to find the support services that meet your unique requirements. So call or write us now for more information.

In the U.S., call **1 (800) USA-4SUN** (press 6 for Telemarketing) or mail the enclosed reply card.
Outside the U.S., call your local Sun Microsystems service office.

Take Me Beyond the Leading Edge with Sun Service.

Yes, I want more information on Sun Service.

Name_____

Title_____

Company_____

Address_____

City_____ State_____ Zip_____

Telephone_____

Number of Sun workstations at your site:

Sun-2 _____   Sun386*i* _____

Sun-3 _____

Sun-4 _____

I have received or am currently receiving the following types of support services from Sun: (Please check all that apply.)

☐ Installation services   ☐ Customer education
☐ Hardware maintenance   ☐ Consulting
☐ Software support   ☐ Network support services

Applications

01 ☐ CASE   07 ☐ Manufacturing   13 ☐ Office Automation
02 ☐ ECAD/CAE 08 ☐ Life Sciences   14 ☐ Data Acquisition
03 ☐ MCAD   09 ☐ Earth Resources 15 ☐ Scientific/Research
04 ☐ CAP   10 ☐ Finance   16 ☐ DBMS
05 ☐ AI   11 ☐ CAI   17 ☐ Data Communications
06 ☐ Graphics   12 ☐ AEC

sun microsystems

sun
microsystems

The Network Is The Computer™

Corporate Headquarters
Sun Microsystems, Inc.
2550 Garcia Avenue
Mountain View, CA 94043
415 960-1300
TLX 287815

**For U.S. Sales Office
locations, call:**
800 821-4643
In CA: 800 821-4642